

## State of Alabama

### E-government Development Procedures

**The following procedures have been established for State agencies to develop and implement e-government services:**

Agencies requesting e-government services must submit a written request to the Chief Information Officer, Suite 200, Folsom Administration Building. The request should define the business requirements of the service, any constraints (must be free to the customer, could have a convenience fee, etc.), desired implementation date, estimated service volumes and fees to be collected.

The CIO will review the requirements and submit to the [E-government Technical Review Committee](#) for review, prioritization, and recommendations.

The E-government Technical Review Committee will review the proposal with the requesting agency representatives for additional information.

If the E-government Technical Review Committee accepts the agency's request, the Board will present the project to the Chief Information Officer for review, prioritization, and approval.

ALABAMA INTERACTIVE, in partnership with the Information Services Division, will negotiate a written agreement (hereinafter, "[Agency Agreement](#)") to implement e-government services within the agency. The Information Systems Division will be a signatory to the Agency Agreement. All terms and conditions for implementation of the agency e-government application will be defined in the Agency Agreement.

The Agency Agreement should include, at minimum, the following:

1. Certification by the Agency that ALABAMA INTERACTIVE, as an agent for the agency, has legal authority to collect all Enhanced Access Fees.
2. The establishment of procedures for the handling of any Statutory Fees that the agency is permitted to charge, including whether or not such fees will be collected by ALABAMA INTERACTIVE,
3. The establishment of any Enhanced Access Fees that will be implemented by ALABAMA INTERACTIVE defined within the terms of the Agency Agreement.
4. The criteria which the agency and ALABAMA INTERACTIVE will utilize for system development, testing, and acceptance in order to assure the reliability of the application.
5. The procedures and means for protection of data and application security.
6. A project work plan.

7. A schedule of important dates of events.
8. Specific confidentiality and privacy requirements.
9. The type and content of management and financial reports to be delivered.
10. Training.
11. A marketing plan.
12. E-government application performance criteria.
13. The agency's rights of termination, and
14. Any other reasonable special requirements to successfully implement and operate electronic access to the agency's data.

Agency Agreements shall provide for the payment of any Statutory Fees to depositories designated by the agencies on a basis agreed between ALABAMA INTERACTIVE and the agency. All Fees shall be deposited into and disbursed from the E-government Revenue Account.

The final Agency Agreement will be sent to ISD for review and approval by the Chief Information Officer. The requesting agency shall be responsible for obtaining any and all other approvals as may be required under Alabama law and providing evidence of such approvals to ISD. If any additional services need to be developed for an agency, Letters of Addendum to the Agency Agreement will be submitted to the CIO for approval.